



The Department of Revenue has a management opportunity for an Interim Washington Management Service 3 (WMS3) Program Manager in the Taxpayer Services Division, located in Tumwater. The anticipated length of this appointment is up to six months.

This Interim position is open to permanent Department of Revenue employees only.

Position: Taxpayer Services Program Manager (Interim basis - up to six months) (WMS3-70007570)

Division: Taxpayer Services

Location: Tumwater

Opens: December 2, 2009

Closes: December 6, 2009

Primary duties

The Program Manager reports directly to the Assistant Director and manages both long-range and the daily operations of Taxpayer Services. This position manages the development and execution of all taxpayer information and education programs related to Washington excise taxes. Education and information programs are directed at all businesses subject to Washington taxes. Programs are directed at both in-state and out-of-state businesses conducting taxable activities within Washington. Specifically, this position is responsible for the overall program development and performance of Taxpayer Information and Education, the Telephone Information Center, Forms and Records, Communications (both internal and external), and special projects.

This position is vital to meeting the agency's mission in the following areas:

- Providing information to taxpayers to help them understand their rights and responsibilities.
- Enhancing communication and information sharing both internally and externally.
- Encouraging and promoting voluntary compliance.



Desired Qualifications

- Knowledge of the Washington Revenue Act of 1935, as amended; rules, policies, and court decisions.
- Knowledge of other divisions within the Agency and how their interactions lead to uniform and effective tax administration.
- Knowledge and full utilization of management principles, long range planning, communication techniques, budget management, cost benefit analysis, project management, training needs assessments, human resource management practices and principles, delegation, motivating, and mentoring.
- Ability to provide senior-level counsel on complex tax matters, determine need for public information and education, and work effectively with external taxpayers and tax professionals.
- Requires excellent verbal/written communication skills and leadership abilities.

Compensation

\$75,575.00 - \$94,470.00 annually, depending on qualifications.

How to apply

Submit the following materials to jobs@dor.wa.gov with the subject line "Interim Program Manager – Taxpayer Services:

- A letter of interest summarizing how your experience, knowledge, skills, and abilities meet the qualifications for this position.
- A detailed resume outlining your employment history and education.

You are encouraged to return a voluntary Applicant Profile Data Sheet (attached). Completion of this form is voluntary. Information gathered will be used for statistical purposes only and will be kept confidential.

To ensure consideration, application materials must be submitted by **December 6, 2009.**

Special Notes

The act of submitting application materials electronically is considered affirmation that the information is complete and truthful.

The Washington State Department of Revenue is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, veterans or people with military status, and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application/testing



process or this job announcement in an alternative format may call Human Resources at (360) 725-7501, TDD/TTY (360) 664-0580.

APPLICANT PROFILE DATA FORM

Government agencies require periodic reports on the gender, ethnic origin, and veteran status of employees. Providing such information about yourself is voluntary. It will be used only in accordance with Washington State's equal opportunity and affirmative action efforts.

Name:	Date:
<input type="checkbox"/> Male <input type="checkbox"/> Female	
Ethnicity/Hispanic Origin	
Hispanic Origin includes all persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race. It does not include persons from Portuguese speaking cultures such as Portugal or Brazil. The Spanish/Hispanic/Latino question is about ethnicity, not race.	
Are you of Hispanic Origin? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Race Information (check all that apply)	
<input type="checkbox"/> American Indian or Alaskan Native - A person having origins in any of the original peoples of North and South America (including Central America) and who maintains a tribal affiliation or community attachment.	
<input type="checkbox"/> Asian - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	
<input type="checkbox"/> Black/African-American - A person having origins in any of the Black racial groups of Africa.	
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	
<input type="checkbox"/> White/Caucasian – A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.	
Disability Information	
<u>Disability Definition</u> - For affirmative action data reporting purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the body systems or functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy, or surgical means.	
Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, walking, doing things with your hands, seeing, hearing, speaking, or learning?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	



Veteran Information

For the purpose of determining seniority for granting preference during layoffs and subsequent re-employment, any person who has one or more years of active military service in any branch of the armed forces of the United States or who has less than one year's service and is discharged with a disability incurred in the line of duty or is discharged at the convenience of the government and who, upon termination of such service, has received an honorable discharge, a discharge for physical reasons with an honorable record, or a release from active military service with evidence of service other than that for which an undesirable, bad conduct, or dishonorable discharge is given: Provided, that for the purposes of this section "veteran" does not include any person who has: (1) Twenty or more years active military service, and whose retirement is designated by the armed forces of the United States as "voluntary" as evidenced by the DD Form 214 or other official military records; and (2) Whose military retirement pay is in excess of five hundred dollars per month.

If you are a veteran or a surviving spouse of a veteran of active service in the armed forces of the United States, please provide a copy of the military discharge paper (DD214) or (NGB Form 22). Military credit given based on this document.

Vietnam-era Veteran Definition - A person who served on active duty for more than 180 days, any part of which occurred between February 28, 1961*, and May 7, 1975, and was discharged or released with other than a dishonorable discharge; or who was discharged or released from active duty for a service-connected disability if any part of the active duty was performed between August 5, 1964, and May 7, 1975. (*Service between February 28, 1961, and August 5, 1964, must have been performed within the Republic of Vietnam in order to qualify.)

Check all that apply:

- ☐ Non/unspecified Veteran Status.
- ☐ Vietnam-era Veteran.
- ☐ Non Vietnam-era Veteran.
- ☐ Separated or Retired Veteran earning less than \$500 month.
- ☐ Separated or Retired Veteran earning more than \$500 month.
- ☐ Separated or Retired Disabled Veteran earning less than \$500 month.
- ☐ Separated or Retired Disabled Veteran earning more than \$500 month.
- ☐ Discharged with a duty-related disability and less than 1 year of service.
- ☐ Honorably Discharged with 1 year + of service receiving less than \$500 month.
- ☐ Surviving spouse of a veteran.

Branch of Military

☐ Air Force ☐ Army ☐ Marine Corps ☐ Navy ☐ National Guard ☐ Coast Guard

Disabled Veteran Definition - A person who is entitled to compensation under laws administered by the U.S. Department of Veteran Affairs for disability (A) rated at 30 percent or more, or (B) rated at 10 or 20 percent in the case of a veteran who has been determined by the Department of Veteran's Affairs to have a serious employment handicap, or (C) a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty. Applicant must provide a letter from the Department of Veteran's Affairs Secretary confirming employment handicap as it relates to item (B).

If you are a disabled veteran, state your percent (%) of disability _____%

